

September 26, 2013

**via ECFS**

Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12th Street, SW  
Room TW-A325  
Washington, DC 20554

**Re: Connect America Fund, Phase I Round 2 ("CAF");  
WC Docket No. 10-90;  
Shenandoah Cable Television, LLC;  
Challenge to CenturyLink ("CenturyLink")  
Elections for 27 census blocks in West Virginia**

Dear Mrs. Dortch:

Shenandoah Cable Television, LLC ("Shentel") submits this letter to challenge CenturyLink's election to receive CAF funding in areas that we serve. Consistent with the Commission's goals, CAF support should not be available to fund overbuilds of areas that are already served.<sup>1</sup>

**Background.** On August 20, 2013, CenturyLink submitted a letter to the FCC with a list of census blocks where it proposes to deploy broadband-capable infrastructure with CAF support.<sup>2</sup> The Commission required carriers to make their elections based on the areas shown as unserved on the then-current version of the National Broadband Map ("Map").<sup>3</sup> The Map, however, incorrectly identified as unserved the 27 census blocks listed on Exhibit A.

---

<sup>1</sup> *In the Matter of Connect America Fund*, Report and Order, 28 FCC Rcd 7766 ¶ 28 (rel. May 22, 2013) ("CAF Challenge Order") (concluding that the challenge process will "improve the accuracy and efficacy of a second round of Phase I support, allowing support to be appropriately targeted to unserved areas consistent with [the Commission's] overarching goals for Phase I."); *see also*, *In the Matter of Connect America Fund; A National Broadband Plan for Our Future; Establishing Just and Reasonable Rates for Local Exchange Carriers; High-Cost Universal Service Support; Developing an Unified Intercarrier Compensation Regime; Federal-State Joint Board on Universal Service; Lifeline and Link-Up; Universal Service Reform -- Mobility Fund*, Report and Order and Further Notice of Proposed Rulemaking, 26 FCC Rcd 17663 ¶ 20 (2011) ("The CAF will help make broadband available to homes, businesses, and community anchor institutions that do not, or would not otherwise, have broadband ... [and] will rely on incentive-based, market-driven policies, including competitive bidding, to distribute universal service funds as efficiently and effectively as possible.").

<sup>2</sup> Letter re: Election of 2013 CAF Support, WC Docket No. 10-90, from Melissa E. Newman, Senior Vice President, CenturyLink to Marlene Dortch, Secretary, Federal Communications Commission (August 20, 2013) (available via Electronic Comment Filing System) ("CenturyLink Election Letter").

<sup>3</sup> 47 CFR § 54.312(c)(5); CAF Challenge Order ¶ 29.

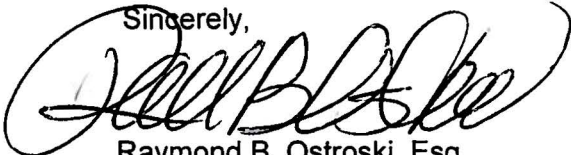
**Challenge.** Accordingly, we submit this challenge to show that the census blocks on Exhibit A are in fact served by an unsubsidized provider—Shentel—with fixed Internet access with speeds of 3 Mbps/768 kbps or higher.<sup>4</sup>

**Documented Evidence in Support of Challenge.** In support of our challenge, we submit the following documented evidence<sup>5</sup>:

- Exhibit A: A listing of the census blocks served by Shentel as well as the speeds offered in those areas.
- Exhibit B: A signed certification from Shentel's Vice President of Wireline and Engineering under penalty of perjury that Shentel offers 3 Mbps/768 kbps fixed Internet service to customers in each of the census blocks listed on Exhibit A.<sup>6</sup>
- Exhibit C: Customer bills (redacted to preserve customer privacy), identifying the census block each customer resides in as well as the advertised speed tier the customer subscribes to.<sup>7</sup>
- Exhibit D: Maps showing the overlap of Shentel's coverage area (in green) and the census blocks identified on Exhibit A (in red).

**Conclusion.** Accordingly, Shentel serves the census blocks listed on Exhibit A with fixed Internet access with speeds of 3 Mbps/768 kbps or greater. The Bureau should deem these blocks as served for purposes of CAF Phase and determine that CenturyLink cannot meet its build-out obligations under CAF Phase I by deploying to these blocks.<sup>8</sup>

Sincerely,



Raymond B. Ostroski, Esq.  
Vice President and General Counsel

---

<sup>4</sup> 47 CFR § 54.312(c)(7); CAF Challenge Order ¶ 32 (allowing challengers to demonstrate that the block is in fact served by fixed Internet access with speeds of 3 Mbps/768 kbps).

<sup>5</sup> CAF Challenge Order ¶ 33 (requiring all filings in the challenge process to be supported by documented evidence).

<sup>6</sup> *Id.* (citing an officer's certification as evidence the Bureau may consider in a challenge).

<sup>7</sup> *Id.* (citing redacted customer billing records as evidence the Bureau may consider in a challenge).

<sup>8</sup> 47 CFR § 54.312(c)(7) (if the Bureau determines that the "evidence presented makes it more likely than not that the census block should be designated as served by broadband with speeds of at least 3 Mbps downstream and 768 kbps upstream," the locations in that block will be treated as served and therefore ineligible to be counted towards the carrier's deployment obligations).

**Exhibit A**  
**Census Blocks Served by Shentel**

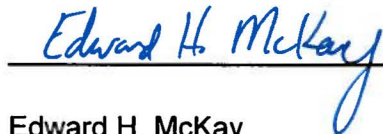
Shentel serves each census block below with fixed Internet access with speeds of 3 Mbps/768 kbps or higher.

**Incorrectly designated as unserved.**

<b>FIPS</b>	<b>County</b>	<b>State</b>	<b>DN Speed</b>	<b>UP Speed</b>	<b>Submitted By</b>
511119303002039	Lunenburg	VA	9	7	Block
510670201011012	Franklin	VA	9	7	Street
510670201011020	Franklin	VA	9	7	Block
510670201021032	Franklin	VA	9	7	Block
510670202001041	Franklin	VA	9	7	Street
510670202002062	Franklin	VA	9	7	Block
510670202003083	Franklin	VA	9	7	Street
510670204001077	Franklin	VA	9	7	Block
510670204001092	Franklin	VA	9	7	Block
510670204002048	Franklin	VA	9	7	Block
510670204002057	Franklin	VA	9	7	Street
510670207003002	Franklin	VA	9	7	Block
510670207003033	Franklin	VA	9	7	Block
510670207003035	Franklin	VA	9	7	Block
510670207003051	Franklin	VA	9	7	Block
510670207003052	Franklin	VA	9	7	Block
510670207003101	Franklin	VA	9	7	Block
510670208005038	Franklin	VA	9	7	Street
510670209002000	Franklin	VA	9	7	Block
510670209002004	Franklin	VA	9	7	Block
510670209002005	Franklin	VA	9	7	Block
510670209004014	Franklin	VA	9	7	Street
510310201022008	Campbell	VA	9	7	Street
510310201022019	Campbell	VA	9	7	Street
510310205001091	Campbell	VA	9	7	Street
511970503013039	Wythe	VA	9	7	Block
511970503022034	Wythe	VA	9	7	Block

**Exhibit B**  
**Officer's Certification**

1. My name is Edward H. McKay, and I am Vice President of Wireline and Engineering of Shentel. I certify as follows.
2. Shentel offers fixed Internet access with speeds of at least 3 Mbps/768 kbps to customers in the census blocks listed on Exhibit A.
3. I certify under penalty of perjury that the facts contained in this Officer's Certification and in the challenge letter are true and correct to the best of my knowledge, information, and belief.



Edward H. McKay  
Vice President of Wireline and Engineering

September 26, 2013



**Exhibit C**  
**Customer Bills**

Customer bills, redacted to preserve customer privacy, are attached.

**SHENTEL®**

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.LAKEWOOD FOREST RD  
MONETA VA 24121-2542**→ STATEMENT INFORMATION**

Statement:	
Billing Date	09/25/13
Due Date:	10/15/13
Total Amount Due:	\$115.44
Amount Enclosed:	\$

Please include your statement number on your check and make payable to: **SHENTEL**Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014

9900002977660011130925000115440141

Please detach and return above portion with your payment

**SHENTEL®**

Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
Saturday 9:00am-1:00pmCall: 1-800-SHENTEL  
Write: P.O. Box 459, Edinburg, VA 22824  
Web: www.shentel.com**STATEMENT SUMMARY****Statement Information**

Statement	
Bill Date	09/25/13
Due Date	10/15/13

**Previous Charges**

Previous Bill Amount	\$55.22
Payments Received	\$0.00
Balance Forward	\$55.22

**Current Charges**

Internet	\$59.95
Taxes & Surcharges	\$0.27
Total Current Charges	\$60.22

**Total Amount Due \$115.44**

Any unpaid balance is subjected to a \$5 late charge on 10/16/13

**IMPORTANT MESSAGES**

## How to Contact Shentel

There are two easy ways to contact Shentel:

**Call 1-800-SHENTEL 1-800-(743-6835)**

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1 p.m.

**Customers may visit [www.shentel.com](http://www.shentel.com)**

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.

**SHENTEL®**  
Always connected to you

\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### **The following are accepted methods of payment:**

ONLINE:                [www.shentel.com](http://www.shentel.com)  
MAIL:                 PO Box 37014, Baltimore MD 21297  
PHONE:               1-800-SHENTEL  
BANK DRAFT:        See above  
LOCAL BANKS:       Refer to [www.shentel.com](http://www.shentel.com) or contact  
                             Customer Service for locations  
IN PERSON:          Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.  
Call 811 before you dig.**

**INTERNET**

**Service Charges for** [REDACTED]

Date	Description	Qty	Amount
09/25/13-10/24/13	10M Internet	1	\$49.95
09/25/13-10/24/13	Wired Cable Modem Rental	1	\$5.00
	Late Charge	1	\$5.00
<b>Totals</b>			<b>\$59.95</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
State Sales Tax	\$0.22
Local Sales Tax	\$0.05
<b>Totals</b>	<b>\$0.27</b>

**Total** [REDACTED] **\$60.22**



This page intentionally blank


**SHENTEL®**

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

 LAKEWOOD FOREST RD  
 MONETA VA 24121-2576

**→ STATEMENT INFORMATION**

Statement:	
Billing Date	09/16/13
Due Date:	10/06/13
Total Amount Due:	\$152.67
Amount Enclosed:	\$

 Please include your statement number on your check and make payable to: **SHENTEL**

 Shentel  
 P.O. Box 37014  
 Baltimore, MD 21297-3014


9900001991350011130916000152670140

Please detach and return above portion with your payment


**SHENTEL®**

Always connected to you

 To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
 Saturday 9:00am-1:00pm

 Call: 1-800-SHENTEL  
 Write: P.O. Box 459, Edinburg, VA 22824  
 Web: www.shentel.com

**STATEMENT SUMMARY**
**Statement Information**

Statement	
Bill Date	09/16/13
Due Date	10/06/13

**Previous Charges**

Previous Bill Amount	\$152.66
Payments Received	\$152.66 cr
Balance Forward	\$0.00

**Current Charges**

Cable	\$82.05
Internet	\$34.70
Telephone	\$26.17
Taxes & Surcharges	\$9.75
Total Current Charges	\$152.67

**Total Amount Due \$152.67**

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

**IMPORTANT MESSAGES**

## How to Contact Shentel

There are two easy ways to contact Shentel:

**Call 1-800-SHENTEL 1-800-(743-6835)**

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

**Customers may visit www.shentel.com**

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.


**SHENTEL®**  
 Always connected to you

\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### **The following are accepted methods of payment:**

ONLINE:            [www.shentel.com](http://www.shentel.com)  
MAIL:              PO Box 37014, Baltimore MD 21297  
PHONE:            1-800-SHENTEL  
BANK DRAFT:      See above  
LOCAL BANKS:    Refer to [www.shentel.com](http://www.shentel.com) or contact  
Customer Service for locations  
IN PERSON:       Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.

**SHENTEL®**

Always connected to you

Statement Number: [REDACTED]

Bill Date:  
09/16/13Amount Due:  
\$152.67**SHENTEL®**

Always connected to you

**Know what's below.  
Call 811 before you dig.****CABLE****Service Charges for [REDACTED]**

Date	Description	Qty	Amount
09/16/13-10/15/13	Triple Play Cable Cr	1	\$8.70 cr
09/16/13-10/15/13	Digital Essentials Cable	1	\$70.95
09/16/13-10/15/13	Copyright Fee	1	\$0.31
09/16/13-10/15/13	Broadcast TV Surcharge	1	\$2.54
09/16/13-10/15/13	1st HD/DVR Converter	1	\$16.95
<b>Totals</b>			<b>\$82.05</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
State Comm Tax	\$3.26
Right-of-Way Fee	\$0.97
FCC Regulatory Fee	\$0.09
<b>Totals</b>	<b>\$4.32</b>

[REDACTED] Total **\$86.37****LOCAL FRANCHISE AUTHORITIES**

Franklin County  
1255 Franklin Street, Suite 112  
Rocky Mount, VA 24151  
(540) 483-3030  
VA0471

**INTERNET****Service Charges for [REDACTED]**

Date	Description	Qty	Amount
09/16/13-10/15/13	Triple Play Internet Cr	1	\$5.25 cr
09/16/13-10/15/13	MACH II - Standard	1	\$39.95
<b>Totals</b>			<b>\$34.70</b>

[REDACTED] Total **\$34.70****TELEPHONE****Service Charges for [REDACTED] Telephone: [REDACTED]**

Date	Description	Qty	Amount
09/16/13-10/15/13	Triple Play Phone Cr	1	\$3.95 cr
09/16/13-10/15/13	EMTA Wired-Rent	1	\$5.00
09/16/13-10/15/13	LNP Surcharge	1	\$0.17
09/16/13-10/15/13	Local Only	1	\$24.95
<b>Totals</b>			<b>\$26.17</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
Federal Excise Tax	\$0.71
State Comm Tax	\$1.18
Public Utility Comm Fee	\$0.04
State Sales Tax	\$0.22
Local Sales Tax	\$0.05
Universal Service Fee	\$0.03
E-911 Fee	\$0.75
USF Surcharge	\$2.45
<b>Totals</b>	<b>\$5.43</b>

**TELEPHONE****Service Charges for [REDACTED] Telephone: [REDACTED]**

Taxes, Fees & Surcharges	Tax Amount
Description	
<b>Total</b>	<b>\$31.60</b>



This page intentionally blank



Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

 AYERS RD  
 GLADE HILL VA 24092-3763

## → STATEMENT INFORMATION

Statement:	
Billing Date	09/02/13
Due Date:	09/21/13
Total Amount Due:	\$161.27
Amount Enclosed:	\$

 Please include your statement number on your check and make payable to: **SHENTEL**

 Shentel  
 P.O. Box 37014  
 Baltimore, MD 21297-3014


9900001982670011130902000161270146

Please detach and return above portion with your payment


 To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
 Saturday 9:00am-1:00pm

 Call: 1-800-SHENTEL  
 Write: P.O. Box 459, Edinburg, VA 22824  
 Web: www.shentel.com

## 🔍 STATEMENT SUMMARY

### Statement Information

Statement	
Bill Date	09/02/13
Due Date	09/21/13

### Previous Charges

Previous Bill Amount	\$161.27
Payments Received	\$161.27 cr
Balance Forward	\$0.00

### Current Charges

Cable	\$68.17
Internet	\$44.31
Telephone	\$37.49
Taxes & Surcharges	\$11.30
Total Current Charges	\$161.27

**Total Amount Due** **\$161.27**

Any unpaid balance is subjected to a \$5 late charge on 09/22/13

## 📢 IMPORTANT MESSAGES

# How to Contact Shentel

There are two easy ways to contact Shentel:

### Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1 p.m.

### Customers may visit [www.shentel.com](http://www.shentel.com)

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### **The following are accepted methods of payment:**

ONLINE:                [www.shentel.com](http://www.shentel.com)  
MAIL:                 PO Box 37014, Baltimore MD 21297  
PHONE:              1-800-SHENTEL  
BANK DRAFT:       See above  
LOCAL BANKS:      Refer to [www.shentel.com](http://www.shentel.com) or contact  
                             Customer Service for locations  
IN PERSON:        Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



# Know what's below.

# Call before you dig.

## CABLE

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/02/13-10/01/13	Copyright Fee	1	\$0.31
09/02/13-10/01/13	Broadcast TV Surcharge	1	\$2.54
09/02/13-10/01/13	Cable Bundle Discount	1	\$5.63 cr
09/02/13-10/01/13	1st HD/DVR Converter	1	\$16.95
09/02/13-10/01/13	Digital Essentials Cable	1	\$70.95
09/02/13-10/01/13	HD/DVR 24 Month Promotion	1	\$16.95 cr
<b>Totals</b>			<b>\$68.17</b>

Taxes, Fees & Surcharges			
Description		Tax Amount	
State Comm Tax		\$3.42	
Right-of-Way Fee		\$0.97	
FCC Regulatory Fee		\$0.08	
<b>Totals</b>		<b>\$4.47</b>	

[REDACTED] Total **\$72.64**

### LOCAL FRANCHISE AUTHORITIES

Franklin County  
 1255 Franklin Street, Suite 112  
 Rocky Mount, VA 24151  
 (540) 483-3030  
 VA0471

## INTERNET

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/02/13-10/01/13	10M Internet	1	\$49.95
09/02/13-10/01/13	Net Bundle Discount	1	\$5.64 cr
<b>Totals</b>			<b>\$44.31</b>

[REDACTED] Total **\$44.31**

## TELEPHONE

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span> Telephone: <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/02/13-10/01/13	Wireless EMTA-Rent	1	\$8.00
09/02/13-10/01/13	LNP Surcharge	1	\$0.17
09/02/13-10/01/13	Unlimited Phone	1	\$39.95
09/02/13-10/01/13	Phone Bundle Discount	1	\$5.63 cr
09/02/13-10/01/13	EMTA Promo 12 Mo	1	\$5.00 cr
<b>Totals</b>			<b>\$37.49</b>

Taxes, Fees & Surcharges			
Description		Tax Amount	
State Sales Tax		\$0.12	
Local Sales Tax		\$0.03	
Federal Excise Tax		\$0.04 cr	
State Comm Tax		\$1.94	
Universal Service Fee		\$0.03	
Public Utility Comm Fee		\$0.08	
E-911 Fee		\$0.75	
USF Surcharge		\$3.92	

## TELEPHONE

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span> Telephone: (540) 576-3549		
Taxes, Fees & Surcharges		
Description		Tax Amount
<b>Totals</b>		<b>\$6.83</b>
<span style="background-color: black; color: black;">[REDACTED]</span> Total		<b>\$44.32</b>



This page intentionally blank

**SHENTEL**

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.GREENHOUSE RD  
GLADE HILL VA 24092-4058**→ STATEMENT INFORMATION**

Statement:	
Billing Date	09/16/13
Due Date:	10/06/13
Total Amount Due:	\$164.32
Amount Enclosed:	\$

Please include your statement number on your check and make payable to: **SHENTEL**Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014

9900003045310011130916000164320144

Please detach and return above portion with your payment

**SHENTEL**

Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

**STATEMENT SUMMARY****Statement Information**

Statement	
Bill Date	09/16/13
Due Date	10/06/13

**Previous Charges**

Previous Bill Amount	\$180.95
Payments Received	\$80.00 cr
Balance Forward	\$100.95

**Current Charges**

Internet	\$62.95
Taxes & Surcharges	\$0.42
Total Current Charges	\$63.37

**Total Amount Due \$164.32**

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

**i IMPORTANT MESSAGES**

## How to Contact Shentel

There are two easy ways to contact Shentel:

**Call 1-800-SHENTEL 1-800-(743-6835)**

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

**Customers may visit www.shentel.com**

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.

**SHENTEL**  
Always connected to you

\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### The following are accepted methods of payment:

ONLINE:                [www.shentel.com](http://www.shentel.com)  
MAIL:                 PO Box 37014, Baltimore MD 21297  
PHONE:              1-800-SHENTEL  
BANK DRAFT:       See above  
LOCAL BANKS:      Refer to [www.shentel.com](http://www.shentel.com) or contact  
                             Customer Service for locations  
IN PERSON:        Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.  
Call 811 before you dig.**

**INTERNET**

**Service Charges for [REDACTED]**

Date	Description	Qty	Amount
09/16/13-10/15/13	10M Internet	1	\$49.95
09/16/13-10/15/13	Wireless Cable Modem Rent	1	\$8.00
	Late Charge	1	\$5.00
<b>Totals</b>			<b>\$62.95</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
State Sales Tax	\$0.34
Local Sales Tax	\$0.08
<b>Totals</b>	<b>\$0.42</b>

**[REDACTED] Total \$63.37**



This page intentionally blank



Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

 WEBSTER RD  
 GLADE HILL VA 24092-3655

## → STATEMENT INFORMATION

Statement:	
Billing Date	09/25/13
Due Date:	10/15/13
Total Amount Due:	\$145.45
Amount Enclosed:	\$

 Please include your statement number on your check and make payable to: **SHENTEL**

 Shentel  
 P.O. Box 37014  
 Baltimore, MD 21297-3014


9900001982080011130925000145450140

Please detach and return above portion with your payment


 To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
 Saturday 9:00am-1:00pm

 Call: 1-800-SHENTEL  
 Write: P.O. Box 459, Edinburg, VA 22824  
 Web: www.shentel.com

## 🔍 STATEMENT SUMMARY

## Statement Information

Statement	
Bill Date	09/25/13
Due Date	10/15/13

## Previous Charges

Previous Bill Amount	\$145.44
Payments Received	\$145.44 cr
Balance Forward	\$0.00

## Current Charges

Cable	\$104.50
Internet	\$34.95
Taxes & Surcharges	\$6.00
Total Current Charges	\$145.45

**Total Amount Due** **\$145.45**

Any unpaid balance is subjected to a \$5 late charge on 10/16/13

## i IMPORTANT MESSAGES

## How to Contact Shentel

There are two easy ways to contact Shentel:

**Call 1-800-SHENTEL 1-800-(743-6835)**

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

**Customers may visit [www.shentel.com](http://www.shentel.com)**

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### The following are accepted methods of payment:

ONLINE:            [www.shentel.com](http://www.shentel.com)  
MAIL:              PO Box 37014, Baltimore MD 21297  
PHONE:            1-800-SHENTEL  
BANK DRAFT:      See above  
LOCAL BANKS:    Refer to [www.shentel.com](http://www.shentel.com) or contact  
Customer Service for locations  
IN PERSON:       Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.**  
**Call 811 before you dig.**

**CABLE**
**Service Charges for** [REDACTED]

Date	Description	Qty	Amount
09/25/13-10/24/13	Coach Bundle Discount	1	\$8.15 cr
09/25/13-10/24/13	Digital Essentials Cable	1	\$70.95
09/25/13-10/24/13	Copyright Fee	1	\$0.31
09/25/13-10/24/13	Broadcast TV Surcharge	1	\$2.54
09/25/13-10/24/13	Add'l SD/HD Converter	1	\$5.95
09/25/13-10/24/13	Digital Cinemax	1	\$14.95
09/25/13-10/24/13	Digital HBO	1	\$17.95
<b>Totals</b>			<b>\$104.50</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
State Comm Tax	\$4.94
Right-of-Way Fee	\$0.97
FCC Regulatory Fee	\$0.09
<b>Totals</b>	<b>\$6.00</b>

**Total** [REDACTED] **\$110.50**

**LOCAL FRANCHISE AUTHORITIES**

Franklin County  
 1255 Franklin Street, Suite 112  
 Rocky Mount, VA 24151  
 (540) 483-3030  
 VA0471

**INTERNET**
**Service Charges for** [REDACTED] **ID:** [REDACTED]

Date	Description	Qty	Amount
09/25/13-10/24/13	Internet Discount	1	\$5.00 cr
09/25/13-10/24/13	MACH II - Standard	1	\$39.95
<b>Totals</b>			<b>\$34.95</b>

**Total** [REDACTED] **\$34.95**



This page intentionally blank



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

☐ Check here if providing any customer information on reverse side.

BALL PARK RD  
ROCKY MOUNT VA 24151-4605

## → STATEMENT INFORMATION

Statement:	
Billing Date	09/07/13
Due Date:	09/27/13
Total Amount Due:	\$362.23
Amount Enclosed:	\$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014



9900002792050011130907000362230145

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL  
Write: P.O. Box 459, Edinburg, VA 22824  
Web: www.shentel.com

## STATEMENT SUMMARY

### Statement Information

Statement	
Bill Date	09/07/13
Due Date	09/27/13

### Previous Charges

Previous Bill Amount	\$361.48
Payments Received	\$185.00 cr
Balance Forward	\$176.48

### Current Charges

Internet	\$48.81
Cable	\$86.02
Telephone	\$39.49
Taxes & Surcharges	\$11.43
Total Current Charges	\$185.75

<b>Total Amount Due</b>	<b>\$362.23</b>
-------------------------	-----------------

Any unpaid balance is subjected to a \$5 late charge on 09/28/13

## IMPORTANT MESSAGES

# How to Contact Shentel

There are two easy ways to contact Shentel:

### Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

### Customers may visit [www.shentel.com](http://www.shentel.com)

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### **The following are accepted methods of payment:**

ONLINE:                [www.shentel.com](http://www.shentel.com)  
MAIL:                 PO Box 37014, Baltimore MD 21297  
PHONE:              1-800-SHENTEL  
BANK DRAFT:       See above  
LOCAL BANKS:      Refer to [www.shentel.com](http://www.shentel.com) or contact  
                             Customer Service for locations  
IN PERSON:        Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.**  
**Call 811 before you dig.**

**INTERNET**

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/07/13-10/06/13	Paperless Bill Credit	1	\$0.50 cr
09/07/13-10/06/13	10M Internet	1	\$49.95
09/07/13-10/06/13	Net Bundle Discount	1	\$5.64 cr
	Late Charge	1	\$5.00
<b>Totals</b>			<b>\$48.81</b>
404871 Total			\$48.81

**CABLE**

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/07/13-10/06/13	Copyright Fee	1	\$0.31
09/07/13-10/06/13	Broadcast TV Surcharge	1	\$2.54
09/07/13-10/06/13	Cable Bundle Discount	1	\$5.63 cr
09/07/13-10/06/13	Add'l SD/HD Converter	3	\$17.85
09/07/13-10/06/13	Digital Essentials Cable	1	\$70.95
<b>Totals</b>			<b>\$86.02</b>

Taxes, Fees & Surcharges		
Description	Tax Amount	
State Comm Tax	\$3.42	
Right-of-Way Fee	\$0.97	
FCC Regulatory Fee	\$0.09	
<b>Totals</b>	<b>\$4.48</b>	

[REDACTED] Total \$90.50

**LOCAL FRANCHISE AUTHORITIES**

Franklin County  
 1255 Franklin Street, Suite 112  
 Rocky Mount, VA 24151  
 (540) 483-3030  
 VA0471

**TELEPHONE**

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span> Telephone: <span style="background-color: black; color: black;">[REDACTED]</span>			
Date	Description	Qty	Amount
09/07/13-10/06/13	EMTA Wired-Rent	1	\$5.00
09/07/13-10/06/13	LNP Surcharge	1	\$0.17
09/07/13-10/06/13	Unlimited Phone	1	\$39.95
09/07/13-10/06/13	Phone Bundle Discount	1	\$5.63 cr
<b>Totals</b>			<b>\$39.49</b>

Taxes, Fees & Surcharges		
Description	Tax Amount	
State Sales Tax	\$0.22	
Local Sales Tax	\$0.05	
Federal Excise Tax	\$0.04 cr	
State Comm Tax	\$1.94	
Universal Service Fee	\$0.03	
Public Utility Comm Fee	\$0.08	
E-911 Fee	\$0.75	
USF Surcharge	\$3.92	

**TELEPHONE**

Service Charges for <span style="background-color: black; color: black;">[REDACTED]</span> Telephone: <span style="background-color: black; color: black;">[REDACTED]</span>		
Taxes, Fees & Surcharges	Description	Tax Amount
<b>Totals</b>		<b>\$6.95</b>
<span style="background-color: black; color: black;">[REDACTED]</span> Total		\$46.44



This page intentionally blank



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

☐ Check here if providing any customer information on reverse side.

GILMER BRANCH RD  
BOONES MILL VA 24065-4274

## → STATEMENT INFORMATION

Statement:	
Billing Date	09/07/13
Due Date:	09/27/13
Total Amount Due:	\$316.94
Amount Enclosed:	\$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014



9900001946090021130907000316940147

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL  
Write: P.O. Box 459, Edinburg, VA 22824  
Web: www.shentel.com

## 🔍 STATEMENT SUMMARY

### Statement Information

Statement	
Bill Date	09/07/13
Due Date	09/27/13

### Previous Charges

Previous Bill Amount	\$339.93
Payments Received	\$121.00 cr
Balance Forward	\$218.93

### Current Charges

Internet	\$36.48
Cable	\$57.32
Taxes & Surcharges	\$4.21
Total Current Charges	\$98.01

<b>Total Amount Due</b>	<b>\$316.94</b>
-------------------------	-----------------

Any unpaid balance is subjected to a \$5 late charge on 09/28/13

## 📢 IMPORTANT MESSAGES

# How to Contact Shentel

There are two easy ways to contact Shentel:

**Call 1-800-SHENTEL 1-800-(743-6835)**

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

**Customers may visit [www.shentel.com](http://www.shentel.com)**

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### The following are accepted methods of payment:

ONLINE:                [www.shentel.com](http://www.shentel.com)  
MAIL:                 PO Box 37014, Baltimore MD 21297  
PHONE:              1-800-SHENTEL  
BANK DRAFT:       See above  
LOCAL BANKS:      Refer to [www.shentel.com](http://www.shentel.com) or contact  
Customer Service for locations  
IN PERSON:        Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.**  
**Call 811 before you dig.**

**INTERNET**
**Service Charges for** [REDACTED]

Date	Description	Qty	Amount
09/07/13-10/06/13	3M Internet	1	\$29.95
09/07/13-10/06/13	Wired Cable Modem Rental	1	\$5.00
09/07/13-10/06/13	Net Bundle Discount	1	\$3.47 cr
	Late Charge	1	\$5.00
<b>Totals</b>			<b>\$36.48</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
State Sales Tax	\$0.22
Local Sales Tax	\$0.05
<b>Totals</b>	<b>\$0.27</b>

**Total** [REDACTED] **\$36.75**

**CABLE**
**Service Charges for** [REDACTED]

Date	Description	Qty	Amount
09/07/13-10/06/13	Copyright Fee	1	\$0.31
09/07/13-10/06/13	Broadcast TV Surcharge	1	\$2.54
09/07/13-10/06/13	Cable Bundle Discount	1	\$3.48 cr
09/07/13-10/06/13	Essentials Cable	1	\$57.95
<b>Totals</b>			<b>\$57.32</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
State Comm Tax	\$2.88
Right-of-Way Fee	\$0.97
FCC Regulatory Fee	\$0.09
<b>Totals</b>	<b>\$3.94</b>

**Total** [REDACTED] **\$61.26**

**LOCAL FRANCHISE AUTHORITIES**

Franklin County  
 1255 Franklin Street, Suite 112  
 Rocky Mount, VA 24151  
 (540) 483-3030  
 VA0471



This page intentionally blank

**SHENTEL®**

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.TAYLORS RD  
BOONES MILL VA 24065-4520**→ STATEMENT INFORMATION**

Statement:	
Billing Date	09/16/13
Due Date:	10/06/13
Total Amount Due:	\$77.67
Amount Enclosed:	\$

Please include your statement number on your check and make payable to: **SHENTEL**Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014

9900001946720011130916000077670142

Please detach and return above portion with your payment

**SHENTEL®**

Always connected to you

To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL

Write: P.O. Box 459, Edinburg, VA 22824

Web: www.shentel.com

**STATEMENT SUMMARY****Statement Information**

Statement	
Bill Date	09/16/13
Due Date	10/06/13

**Previous Charges**

Previous Bill Amount	\$77.67
Payments Received	\$77.67 cr
Balance Forward	\$0.00

**Current Charges**

Internet	\$77.40
Taxes & Surcharges	\$0.27
Total Current Charges	\$77.67

**Total Amount Due \$77.67**

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

**i IMPORTANT MESSAGES**

## How to Contact Shentel

There are two easy ways to contact Shentel:

**Call 1-800-SHENTEL 1-800-(743-6835)**

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1 p.m.

**Customers may visit [www.shentel.com](http://www.shentel.com)**

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.

**SHENTEL®**  
Always connected to you

\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### The following are accepted methods of payment:

ONLINE:                [www.shentel.com](http://www.shentel.com)  
MAIL:                 PO Box 37014, Baltimore MD 21297  
PHONE:              1-800-SHENTEL  
BANK DRAFT:       See above  
LOCAL BANKS:      Refer to [www.shentel.com](http://www.shentel.com) or contact  
                             Customer Service for locations  
IN PERSON:        Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.  
Call 811 before you dig.**

**INTERNET**

Service Charges for [REDACTED] ID: [REDACTED]

Date	Description	Qty	Amount
09/16/13-10/15/13	Paperless Bill Credit	1	\$0.50 cr
09/16/13-10/15/13	Wire Maintenance	1	\$2.95
09/16/13-10/15/13	15M Internet	1	\$69.95
09/16/13-10/15/13	Wired Cable Modem Rental	1	\$5.00
<b>Totals</b>			<b>\$77.40</b>

*Taxes, Fees & Surcharges*

Description	Tax Amount
State Sales Tax	\$0.22
Local Sales Tax	\$0.05
<b>Totals</b>	<b>\$0.27</b>

**[REDACTED] Total \$77.67**



This page intentionally blank



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

☐ Check here if providing any customer information on reverse side.

KENT RD LOT  
WIRTZ VA 24184-4275

## → STATEMENT INFORMATION

Statement: [REDACTED]  
Billing Date: 09/25/13  
Due Date: 10/15/13  
Total Amount Due: \$454.30  
Amount Enclosed: \$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014



9900002978500011130925000454300143

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
Saturday 9:00am-1:00pm

Call: 1-800-SHENTEL  
Write: P.O. Box 459, Edinburg, VA 22824  
Web: www.shentel.com

## 🔍 STATEMENT SUMMARY

### Statement Information

Statement: [REDACTED]  
Bill Date: 09/25/13  
Due Date: 10/15/13

### Previous Charges

Previous Bill Amount: \$309.96  
Payments Received: \$0.00  
Balance Forward: \$309.96

### Current Charges

Cable: \$74.32  
Internet: \$65.48  
Taxes & Surcharges: \$4.54  
Total Current Charges: \$144.34

**Total Amount Due: \$454.30**

Any unpaid balance is subjected to a \$5 late charge on 10/16/13

## 📢 IMPORTANT MESSAGES

# How to Contact Shentel

There are two easy ways to contact Shentel:

### Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1 p.m.

### Customers may visit [www.shentel.com](http://www.shentel.com)

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### The following are accepted methods of payment:

ONLINE:                [www.shentel.com](http://www.shentel.com)  
MAIL:                 PO Box 37014, Baltimore MD 21297  
PHONE:              1-800-SHENTEL  
BANK DRAFT:       See above  
LOCAL BANKS:     Refer to [www.shentel.com](http://www.shentel.com) or contact  
Customer Service for locations  
IN PERSON:        Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.**  
**Call 811 before you dig.**

**CABLE**
**Service Charges for** [REDACTED]

Date	Description	Qty	Amount
09/25/13-10/24/13	Copyright Fee	1	\$0.31
09/25/13-10/24/13	Broadcast TV Surcharge	1	\$2.54
09/25/13-10/24/13	Cable Bundle Discount	1	\$4.48 cr
09/25/13-10/24/13	Digital Essentials Cable	1	\$70.95
	Late Charge	1	\$5.00
<b>Totals</b>			<b>\$74.32</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
State Comm Tax	\$3.48
Right-of-Way Fee	\$0.97
FCC Regulatory Fee	\$0.09
<b>Totals</b>	<b>\$4.54</b>

**Total** [REDACTED] **\$78.86**

**LOCAL FRANCHISE AUTHORITIES**

Franklin County  
 1255 Franklin Street, Suite 112  
 Rocky Mount, VA 24151  
 (540) 483-3030  
 VA0471

**INTERNET**
**Service Charges for** [REDACTED]

Date	Description	Qty	Amount
09/25/13-10/24/13	15M Internet	1	\$69.95
09/25/13-10/24/13	Net Bundle Discount	1	\$4.47 cr
<b>Totals</b>			<b>\$65.48</b>

**Total** [REDACTED] **\$65.48**



This page intentionally blank



Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

 TAYLORS RD  
 BOONES MILL VA 24065-4518

## → STATEMENT INFORMATION

Statement:	
Billing Date	09/02/13
Due Date:	09/21/13
Total Amount Due:	\$159.23
Amount Enclosed:	\$

 Please include your statement number on your check and make payable to: **SHENTEL**

 Shentel  
 P.O. Box 37014  
 Baltimore, MD 21297-3014


9900001946670011130902000159230149

Please detach and return above portion with your payment


 To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
 Saturday 9:00am-1:00pm

 Call: 1-800-SHENTEL  
 Write: P.O. Box 459, Edinburg, VA 22824  
 Web: www.shentel.com

## 🔍 STATEMENT SUMMARY

### Statement Information

Statement	
Bill Date	09/02/13
Due Date	09/21/13

### Previous Charges

Previous Bill Amount	\$159.23
Payments Received	\$159.23 cr
Balance Forward	\$0.00

### Current Charges

Cable	\$89.22
Internet	\$65.48
Taxes & Surcharges	\$4.53
Total Current Charges	\$159.23

**Total Amount Due \$159.23**

Any unpaid balance is subjected to a \$5 late charge on 09/22/13

## 📢 IMPORTANT MESSAGES

# How to Contact Shentel

There are two easy ways to contact Shentel:

### Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1 p.m.

### Customers may visit [www.shentel.com](http://www.shentel.com)

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### The following are accepted methods of payment:

ONLINE:            [www.shentel.com](http://www.shentel.com)  
MAIL:              PO Box 37014, Baltimore MD 21297  
PHONE:            1-800-SHENTEL  
BANK DRAFT:      See above  
LOCAL BANKS:    Refer to [www.shentel.com](http://www.shentel.com) or contact  
Customer Service for locations  
IN PERSON:       Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.**  
**Call 811 before you dig.**

**CABLE**
**Service Charges for** [REDACTED]

Date	Description	Qty	Amount
09/02/13-10/01/13	Wire Maintenance	1	\$2.95
09/02/13-10/01/13	Copyright Fee	1	\$0.31
09/02/13-10/01/13	Broadcast TV Surcharge	1	\$2.54
09/02/13-10/01/13	Cable Bundle Discount	1	\$4.48 cr
09/02/13-10/01/13	Add'l HD Converter	1	\$5.95
09/02/13-10/01/13	Digital Converter Disc.	1	\$5.95 cr
09/02/13-10/01/13	1st HD/DVR Converter	1	\$16.95
09/02/13-10/01/13	Digital Essentials Cable	1	\$70.95
<b>Totals</b>			<b>\$89.22</b>

**Taxes, Fees & Surcharges**

Description	Tax Amount
State Comm Tax	\$3.48
Right-of-Way Fee	\$0.97
FCC Regulatory Fee	\$0.08
<b>Totals</b>	<b>\$4.53</b>

**Total** [REDACTED] **\$93.75**

**LOCAL FRANCHISE AUTHORITIES**

Franklin County  
 1255 Franklin Street, Suite 112  
 Rocky Mount, VA 24151  
 (540) 483-3030  
 VA0471

**INTERNET**
**Service Charges for** [REDACTED] **ID:** [REDACTED]

Date	Description	Qty	Amount
09/02/13-10/01/13	15M Internet	1	\$69.95
09/02/13-10/01/13	Net Bundle Discount	1	\$4.47 cr
<b>Totals</b>			<b>\$65.48</b>

**Total** [REDACTED] **\$65.48**



This page intentionally blank

**SHENTEL®**

Always connected to you

Shentel 500 Shentel Way Edinburg, VA 22824

Address Service Requested

☐ Check here if providing any customer information on reverse side.

 PLEASANT HILL RD  
 ROCKY MOUNT VA 24151-5150

 **STATEMENT INFORMATION**

Statement:	
Billing Date	09/16/13
Due Date:	10/06/13
Total Amount Due:	\$0.91 cr
Amount Enclosed:	\$ _____

No payment required at this time.

Please detach and return above portion with your payment

**SHENTEL®**

Always connected to you

 To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
 Saturday 9:00am-1:00pm

 Call: 1-800-SHENTEL  
 Write: P.O. Box 459, Edinburg, VA 22824  
 Web: www.shentel.com

 **STATEMENT SUMMARY**
**Statement Information**

Statement	
Bill Date	09/16/13
Due Date	10/06/13

**Previous Charges**

Previous Bill Amount	\$0.86 cr
Payments Received	\$42.00 cr
Balance Forward	\$42.86 cr

**Current Charges**

Internet	\$41.95
Taxes & Surcharges	\$0.00
Total Current Charges	\$41.95

**Total Amount Due** **\$0.91 cr**

Any unpaid balance is subjected to a \$5 late charge on 10/07/13

**IMPORTANT MESSAGES**

## How to Contact Shentel

There are two easy ways to contact Shentel:

**Call 1-800-SHENTEL 1-800-(743-6835)**

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

**Customers may visit [www.shentel.com](http://www.shentel.com)**

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.

**SHENTEL®**  
Always connected to you

\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### **The following are accepted methods of payment:**

ONLINE:                [www.shentel.com](http://www.shentel.com)  
MAIL:                 PO Box 37014, Baltimore MD 21297  
PHONE:              1-800-SHENTEL  
BANK DRAFT:       See above  
LOCAL BANKS:     Refer to [www.shentel.com](http://www.shentel.com) or contact  
                         Customer Service for locations  
IN PERSON:        Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.



**Know what's below.  
Call 811 before you dig.**

**INTERNET**

**Service Charges for [REDACTED]**

Date	Description	Qty	Amount
09/16/13-10/15/13	MACH II Internet	1	\$41.95
<b>Totals</b>			<b>\$41.95</b>

**[REDACTED] Total** **\$41.95**



This page intentionally blank



Shentel 500 Shentel Way Edinburg, VA 22824  
Address Service Requested

☐ Check here if providing any customer information on reverse side.

PLEASANT HILL RD  
ROCKY MOUNT VA 24151-5184

## → STATEMENT INFORMATION

Statement:	
Billing Date	09/02/13
Due Date:	09/21/13
Total Amount Due:	\$118.77
Amount Enclosed:	\$

Please include your statement number on your check and make payable to: **SHENTEL**

Shentel  
P.O. Box 37014  
Baltimore, MD 21297-3014



9900002038640011130902000118770144

Please detach and return above portion with your payment



To Reach Customer Service: Monday-Friday 8:00am-6:00pm  
Saturday 9:00am-1:00pm  
Call: 1-800-SHENTEL  
Write: P.O. Box 459, Edinburg, VA 22824  
Web: www.shentel.com

## 🔍 STATEMENT SUMMARY

### Statement Information

Statement	
Bill Date	09/02/13
Due Date	09/21/13

### Previous Charges

Previous Bill Amount	\$118.77
Payments Received	\$118.77 cr
Balance Forward	\$0.00

### Current Charges

Cable	\$73.80
Internet	\$39.95
Taxes & Surcharges	\$5.02
Total Current Charges	\$118.77

<b>Total Amount Due</b>	<b>\$118.77</b>
-------------------------	-----------------

Any unpaid balance is subjected to a \$5 late charge on 09/22/13

## 📢 IMPORTANT MESSAGES

# How to Contact Shentel

There are two easy ways to contact Shentel:

### Call 1-800-SHENTEL 1-800-(743-6835)

Customers receive exceptional customer service and support from Shentel's well-trained, courteous representatives by dialing the toll-free number. Customer service is available Monday through Friday, 8 a.m.-6 p.m. and Saturday 9 a.m.-1p.m.

### Customers may visit [www.shentel.com](http://www.shentel.com)

Enter a zip code in the search box to find answers to most questions. Customers can shop any time for products and services like Phone, TV and High-Speed Internet. We are always connected to you.



\*\*\*\*\*SHENTEL THANKS YOU FOR YOUR BUSINESS!\*\*\*\*

Please check box on front of page if providing any customer information below.

#### Bank Draft Authorization

☐ New Bank Draft      ☐ Change Existing Bank Draft

Statement Name: \_\_\_\_\_

Statement Number: \_\_\_\_\_

Bank Name: \_\_\_\_\_

Bank's Routing Number: \_\_\_\_\_

**Please include copy of voided check**

Signature: \_\_\_\_\_

#### Change of Billing Address

Address Line 1: \_\_\_\_\_

Address Line 2: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

**Thank you for allowing SHENTEL to serve you. We are dedicated to providing you with the best service possible. Below you will find answers to the most frequently asked questions from our customers regarding SHENTEL services. For more information, call toll free 1-800-SHENTEL.**

#### Billing Information

Shentel bills one month in advance for all recurring monthly charges at the start of your bill cycle. PPV, tolls and other miscellaneous charges are billed in arrears. Any changes made to your service during the month will be reflected in your next monthly billing. If you add or remove a service, you will see a prorated charge or credit applied to your regular billing. Charges for new services begin the day the service is installed.

#### Payment Policy

Payment is due by the due date indicated on the front of your bill. Unpaid balances are subject to a late fee. Balances not paid in full from the prior month are past due and could lead to disconnection of services. You may avoid any late fees or service interruptions by making sure payment is received on or before the due date. Please allow five (5) business days for payments made at local banks.

#### The following are accepted methods of payment:

ONLINE:            [www.shentel.com](http://www.shentel.com)  
MAIL:              PO Box 37014, Baltimore MD 21297  
PHONE:            1-800-SHENTEL  
BANK DRAFT:      See above  
LOCAL BANKS:    Refer to [www.shentel.com](http://www.shentel.com) or contact  
Customer Service for locations  
IN PERSON:       Refer to [www.shentel.com](http://www.shentel.com) for locations

#### Reporting Service Problems

To reach Technical Support for any of your Shentel services call 24 hours a day, 7 days a week toll free 1-800-SHENTEL.

#### Disconnect Policy

Disconnection of services due to failure to pay may include any and all services. If service is disconnected, a reconnection fee will be required to restore service. We will attempt to notify you regarding your delinquent account by way of phone, written notice or email. If you receive a delinquency notice, your payment **MUST** be received in our office by the date indicated on the notice to avoid service interruption. If you feel you have received a notice in error or are unable to pay before the date indicated on the notice, you need to call our billing department to make arrangements before the disconnection date. In addition, Shentel reserves the right to deny service due to an outstanding or unsettled account balance.

#### Information on Services

For inquiries on billing and service requests, please contact Customer Service by dialing 1-800-SHENTEL or via our website [www.shentel.com](http://www.shentel.com).

#### Cable Television Service

Shentel offers standard and premium Video Television programming. Pricing is subject to all state and local taxes and fees. Availability and channels vary by location.

#### Personal Internet Access Service

Shentel offers state-of-the-art high-speed Internet access.

#### Personal Telephone Service

Shentel provides personal telephone service, local calling and long distance telephone service to customers within our service area. Pricing is subject to all state and local taxes and fees. Telephone service is not available in all areas. Please contact Customer Service for more information.